

CMS Future Actions for HCBS Quality in 2003

Recommen- dations -GAO	CMS Future Actions	Due Dates
<p style="text-align: center;">A.</p> <p><u>Components of Quality Assurance</u></p> <p>Develop and provide states with more detailed criteria regarding the necessary components of an HCBS waiver quality assurance system.</p>	<p>1) Grants to States – Award grants to states in 2003 to improve the adequacy and quality of home and community-based services, including:</p> <ul style="list-style-type: none"> (a) Quality Projects: Award up to \$500,000 to 12 -30 states for projects earmarked to improve state QA/QI systems, consistent with the <i>Quality Framework</i>. (b) Direct Service Worker Demo: Allocate approximately \$6 million to states to demonstrate improved methods of recruiting and retaining direct service workers, one of the key factors in the quality of home and community-based services. (c) Real Choice Grants: Allocate additional funds to help states improve specific service capabilities, such as community-integrated personal assistance services and projects to meet the CMS quality assurance requirements for self-directed service under the <i>Independence Plus</i> waiver. 	Sept. 2003
	<p>2) Quality Framework- Refine the <i>CMS Quality Framework</i> to provide a uniform nationwide format that enables states to describe the key components of the state’s QA/QI program in a consistent and standard manner.</p> <ul style="list-style-type: none"> (a) State/Consumer Feedback: Obtain and review feedback on the current <i>Quality Framework</i> (b) Refine the <i>Quality Framework</i> 	Nov. 2003 Dec. 2003
	<p>3) Independence Plus – Finalize the <i>Independence Plus</i> waiver template and technical assistance package. <i>Independent Plus</i> offers states the immediate opportunity to improve quality through increased choice and control on the part of people with a disability or elderly. In addition, the template contains more specific quality expectations than other waivers and allows CMS and states the opportunity to test out the efficacy of more specific expectations, such as those centered around emergency back-up systems for personal assistance and incident management systems.</p>	Dec. 2003
	<p>4) Promising Practices – Identify and disseminate information on effective methods used by states to address the key components of quality assurance and/or to improve quality.</p>	July 2003 & On-Going

<p><u>B. More Specific Information About Quality</u></p>	<p>1) Waiver Applications & Renewals – Work with the major state associations to identify key components and requirements for quality assurance and improvement that merit incorporating into the application and renewal process.</p>	<p>July. – Dec. 2003</p>
<p>Require states to submit more specific information about their quality assurance approaches prior to waiver approval; and ensure that states provide timely and sufficient information in their annual waiver reports to monitor quality.</p>	<p>2) Annual State Quality Reports – Improve the timeliness, completeness, accuracy, and usefulness of the annual state reports to CMS (i.e. the “HCFA Form 372” report.)</p>	
	<p><i>a) Improve Content:</i> Revise the content of the required reports to provide additional and more useful information.</p>	<p>Dec. 2003</p>
	<p><i>b) Electronic Media:</i> Convert the current paper “HCFA Form 372” to electronic reporting by states.</p>	<p>Dec. 2003</p>
	<p><i>c) Electronic Database:</i> Establish a national, electronic, CMS database.</p>	<p>Dec. 2003</p>
<p>3) Quality Inventory – Complete the national inventory of state quality assurance and improvement strategies so as to provide CMS with better information about (a) techniques used by states, (b) issues in QA/QI, (c) focus areas for future work and technical assistance with states.</p>	<p>Dec. 2003</p>	

Additional CMS Activities	Additional Future Actions	Completion Dates
<p><u>C. Strengthen Federal Oversight</u></p> <p>Ensure allocation of sufficient resources and hold regional offices accountable for conducting thorough reviews of the status of HCBS quality; and develop guidance on the scope and methodology for Federal reviews, including a sampling methodology.</p>	<p>1) Training – Initiate a system of semi-annual training for central and regional office staff regarding quality in HCBS programs and the review process.</p>	Oct. 2003
	<p>2) CMS Procedural Guidance – Develop and implement additional procedural guidance for regional offices on the scope and methodology for federal reviews, including a sampling methodology, timeliness, conduct, completion and follow-up with states.</p>	Dec. 2003
	<p>3) Resource and Strategy Review – Review CMS strategies and resources to determine the most cost-effective methods of ensuring (a) reviews of state HCBS programs and (b) systems improvements pursuant to such reviews.</p>	Dec. 2003
<p><u>D. Improve State Follow-Up Capability</u> – to remedy quality problems and improve systems for the future.</p>	<p>1) Tools for States - Develop and disseminate tools to aid states to improve QA/QI systems, including a Participant Experience Survey and a HCBS Quality Work Book.</p>	Aug 2003 periodically
	<p>2) President’s 2004 New Freedom Budget – Seek Congressional enactment of the President’s proposed <i>New Freedom</i> budget to provide additional grants to states to improve services and quality assurance systems; enable “money to follow the person;” expand the choice, access and adequacy of services; and conduct demonstrations.</p>	July 2003
<p><u>E. Improve Federal Follow-up Capability</u> – to assure that state quality issues are remedied and improvements made.</p>	<p>1) National Follow-Through and TA Strategy – Implement, beyond the current pilot stage, the national follow-through and technical assistance strategy to follow-up on issues identified in CMS reviews and provide technical expertise to (a) assist states to remedy identified problems and (b) re-design systems to prevent similar problems in the future.</p>	Dec. 2003